HydraFacialMD™ Elite™

User Guide

Hydrafacial™

Eunsung v. HydraFacial
IPR2025-00445
HydraFacial Ex. 2031

P/N 1900036-D
Rev. 11/01/2023

Copyright © 2023 HydraFacial LLC. All rights reserved.

Terms and Conditions of Use

HydraFacial™, HydraFacial MD™, Vortex-Fusion™, HydroPeel™, Britenol™, HydraFacial MD CTGF™, UV Smart™, and My Life, My Time, My Skin™ are trademarks of HydraFacial LLC that are registered in the United States. This product and its use are covered by one or more U.S. and International patents. Patent info: hydrafacial.com/patents. These intellectual property rights (IPR's) remain the exclusive property of HydraFacial LLC or its licensors.

Contact Info

HydraFacial LLC
3600 E. Burnett St.
Long Beach, CA 90815 USA
(800) 603-4996 · (562) 597-0102
contact@hydrafacial.com
hydrafacial.com

EC REP

E C Rep Ltd.
5 Fitzwilliam Square East,
Dublin 2, D02 R744, Ireland
Tel: +353 89 225 1951
Email: info@ecrep.ie

Responsible Person in the United Kingdom:
Responsible Person Ltd.
Summit House, 4-5 Mitchell Street,
Edinburgh, EH6 7BD, UK
Tel: +44 131 618 1115
Email: info@responsible-person.co.uk

CE
1639

Contents

Before You Start

4 Introduction

5 Technical Specifications

5 Environmental Conditions

6 Safety Information

Getting Started

9 Unpacking

10 System Components

12 Set–Up

Operating Instructions

14 On, Off, and Standby/Sleep Modes

15 Touchscreen

17 Perform Treatment

Cleaning and Maintenance

17 Manifold and Tubing

18 HydraFacial™ Handpiece

19 Waste Canister

19 Touchscreen

19 Removable Front Door

20 Troubleshooting

21 Limited Warranty

Introduction

Congratulations on your purchase of the HydraFacial MD™ Elite™ System. You can have the utmost confidence in this leading edge system designed in the USA by HydraFacial LLC. The HydraFacial System is a modular system which may include other modes of operation not available in the EEA. Separate User Guides are provided for all optional modalities.

The System is intended to be used in clinics, hospitals, doctor's offices, and aesthetic practices by trained and licensed practitioners, such as dermatologists, facial plastic surgeons, physicians, and aesthetic professionals – in accordance with their licensing scope and applicable national/local requirements.

Intended Use

The System is intended to abrade (exfoliate) the upper layers of the skin.
Indication (related to the use of the device in the European Economic Area (EEA):

- Mild to moderate acne, i.e. acne vulgaris, comedonal acne (blackheads and whiteheads).
- Superficial acne scarring.

Contraindications

It is intended for external use on intact skin only, subject to the following contraindications and warnings:

- Do not use over active acne, such as severe, inflammatory acne.
- Do not use over active infection or open wounds (e.g., herpes simplex, excoriations, or open acne cysts).
- Do not use on client with autoimmune or communicable disease.
- Do not use on client with cold sores or fever blisters without pre-medication.
- Do not use over abnormal, unidentified facial growth or mark.

Side Effects

Client may experience temporary irritation, tightness, or redness at the treatment area. This usually dissipates within 72 hours depending on skin sensitivity.

Warnings

- Not recommended for severe acne scarring.
- If the skin becomes irritated beyond normal, discontinue the treatment and seek medical advice.
- Do not use within the orbital area or over any body orifice, such as over the eyelids. Eyes should be closed during the procedure and covered with protective eyewear. Sterile eye rinse solution should be available in case products accidentally get in the eyes.
- This System is not intended to be used on infants, children, pregnant or lactating women because it has not been evaluated for this group of users.
- The above have been assessed and supported by clinical evaluation in accordance to Medical Device Directive 93/42/EEC Annex X. The device complies with the applicable Essential Requirements in Annex I. The HydraFacial MD™ Elite™ is a Class IIa medical device in the EEA; GMDN Code 11177.

System Specifications:

- Unit Size: 122 cm/48 in (H) x 46 cm/18 in (W) x 41 cm/16 in (D)
- Unit Weight: 39 kg (85 lbs)
- Electrical:

220 –240VAC, 50/60Hz, 8A	REF 70290-03-01, 70290-03-01-FRC
100 –120VAC, 50/60Hz, 8A	REF 70143-03-01, 70143-03-01-FRC

Technical Specifications

Parameter	Specification 220–240 VAC	Specification 110–120 VAC
REF	70290-03-01	70143-03-01
Voltage	220–240 VAC, 50/60 Hz, 8A	100–120 VAC, 50/60 Hz, 8A
Power Consumption	142 watts, maximum	142 watts, maximum
Mode of Operation	Continuous	Continuous
Audio Volume	Under 70 dB Sound Pressure Level at 1 meter	Under 70 dB Sound Pressure Level at 1 meter
Visual Indicators	LCD display with system messages	LCD display with system messages
Instrument Maker/Model	HydraFacial LLC / HydraFacial MD Elite	HydraFacial LLC / HydraFacial MD Elite
Dimensions	122 cm/48 in (H) x 46 cm/18 in (W) x 41 cm/16 in (D)	122 cm/48 in (H) x 46 cm/18 in (W) x 41 cm/16 in (D)
Weight	39 kg (85 lbs)	39 kg (85 lbs)
Operating Altitude	Maximum of 2000 m	Maximum of 2000 m
System Controls	Touchscreen monitor, buttons, switches	Touchscreen monitor, buttons, switches
Interconnects	Custom cables	Custom cables
Ingress of Fluids	Not protected against the ingress of fluid. IPX0	Not protected against the ingress of fluid. IPX0
Flammability	Equipment not suitable for use in the presence of flammable anesthetic mixture with air or with oxygen or with nitrous oxide.	Equipment not suitable for use in the presence of flammable anesthetic mixture with air or with oxygen or with nitrous oxide.
Electrical Conformity	This medical equipment has passed all required testing for electric shock, fire and mechanical hazards in accordance with IEC 60601–1, IEC/EN 60601–1.	This medical equipment has passed all required testing for electric shock, fire and mechanical hazards in accordance with IEC 60601–1, IEC/EN 60601–1.
Electrical Shock Protection – Classification	Class I	Class I
Electrical Shock Protection – Degree	Type BF Equipment	Type BF Equipment
Product Life	The Console is a non-sterile, durable good. The System warranty runs for a period of one (1) year from the date of installation of the System to the original Customer.	The Console is a non-sterile, durable good. The System warranty runs for a period of one (1) year from the date of installation of the System to the original Customer.
Applied Part	The Handpiece is the client applied part	The Handpiece is the client applied part
Separation From Power Mains	Power switch on rear panel provides full separation from power mains.	Power switch on rear panel provides full separation from power mains.
Fuse	Slow-blow fuse. 250V 8A	Slow-blow fuse. 250V 8A

Environmental Conditions

Parameter	Specification
For Shipping & Storage	Temperature: Normal (–20o to 60o C) Relative Humidity: 10—90% RH Atmospheric Pressure: 500—1060 hPa
Operating Conditions	Temperature: Normal (10o to 40o C) Relative Humidity: 30—75% RH

Safety Information

Product Marking Symbols

Symbol	Description
	General Warning or Caution The Exclamation Symbol appears in Warning and Caution statements in this document. This symbol designates an area where personal injury or damage to the equipment is possible.
	Separate collection for electronic.
	Type BF Applied Part. Defibrillation proof.
	Direct Current
	Alternating Current
	ON (Power)
	OFF (Power)
	STANDBY (Power)
	Consult Instructions For Use
	Fuse
	Pushing Prohibited
	Certified by CSA Group
	Connect to supply mains with protective earth (ground)
	Keep Dry

Caution and Marking Symbols

Symbol	Description
WARNING	Calls attention to a procedure, practice, or condition that could possibly cause bodily injury or death.
CAUTION	Calls attention to a procedure, practice, or condition that could possibly cause damage to equipment or permanent loss of data.
	Do Not Re-use
	Manufactured By
	Date of Manufacture
CE 1639	Conformité Européenne
REF	Catalogue Number
SN	Serial Number
LOT	Lot Number
EC REP	European Representative
MD	Medical Device
UDI	Unique Device Identifier

Safety Guidelines

1. Ensure that all operators of the HydraFacial MD™ Elite™ System are trained and licensed as required by local/national regulations. Do not operate the unit before being trained. For any questions regarding training, contact HydraFacial LLC or your local distributor.

2. Be sure to read the User Guide thoroughly before setting up the System. If you experience mechanical and/or electrical difficulties with your unit, contact your local distributor.

3. Always do a client consultation to determine if the client is a candidate for the procedure. Follow contraindications and warnings as pre-determination for procedure.

4. Always use clean, unused tips for each procedure. Keep tips in original packaging until ready to use.
   WARNING Reusing tips could result in skin infection.

5. Do not use contaminated skin solutions.
   WARNING Reusing contaminated skin solution could result in skin infection, and will void all warranties. Partially used skin solution bottles must be capped and stored in accordance with instructions on product label. It is recommended not to use skin solutions that exceed the "Best Used By" date. If you observe any abnormality with your products, please contact HydraFacial LLC or your local distributor.

6. Removing contact lenses prior to procedure is recommended.

7. The client should have a minimum sunscreen SPF 30 applied after the procedure and should use sunscreen on an ongoing basis.

8. Each client's skin conditions and sensitivity are different. Always begin treatment conservatively. Do a sensitivity test on the neck by the earlobe first, and increase or decrease the vacuum level as appropriate. Lower vacuum level is recommended for thin, fragile skin. Skin conditions requiring more aggressive vacuum level are at operator's discretion. Follow recommended protocols and cautiously consider skin types.

9. Empty the waste canister after each service according to your waste handling protocol and local/national regulations. Follow the System cleaning instructions in this guide to clean your System and handpiece.

10. Keep the System in accordance to recommended environmental conditions. Liquid should only be suctioned through the HydraFacial handpiece.

11. Always use solution when performing abrasion. Performing the treatment without skin solutions could result in discomfort to the client.

12. The System is not spill proof. Avoid spillage of any liquid on the System.

13. The System is not intended to be used in conjunction with any other System, medicine or technology and should only be used in accordance with these Instructions for Use.

14. Use of non-approved skin solutions will void the warranty and may clog the System.

15. Do not let the waste canister overfill. If this happens, a built-in float device will occlude the vacuum opening and skin solution flow through the handpiece will cease.
    Note: Always remove the waste canister before transporting the unit.

16. Do not attempt to lift the unit alone or move over uneven or damaged flooring.

17. Wearing gloves is recommended when performing all treatments, system cleaning and preventive maintenance activities.

18. CAUTION Device cannot be serviced or maintained while in use.

19. WARNING Unauthorized user modifications will void warranty. HydraFacial LLC will not be responsible for any injuries sustained due to unauthorized System modifications or use of parts not specified by HydraFacial LLC. Systems returned to HydraFacial LLC with unsafe modifications will be returned to their original operating condition at the customer's expense.

20. CAUTION DO NOT suction liquids through the dry port located on the side of the unit. This will damage the System and void the warranty.

21. WARNING Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

22. CAUTION If this System does cause interference, which can be determined by turning the System off and on, the interference can be possibly corrected by one or more of the following measures:
    - Relocate the System with respect to the receiver.
    - Move the System away from the receiver.
    - Plug the System into a different electrical outlet so that the System and receiver are on different branch circuits.

23. Use of accessories, transducers and cables other than those specified or provided by HydraFacial LLC could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

    Note: The emissions characteristics of this equipment make it suitable for use in industrial areas and hospitals (CISPR 11 Class A If it is used in a residential environment (for which CISPR 11 Class B is normally required), this equipment might not offer adequat protection to radio-frequency communication services. The user might need to take mitigation measures, such as relocating or reorienting the equipment.

Emissions Standard	Test Method
EN 606061-1-2: 2015 IEC 60601-1-2:2014	CISPR 11:2015 +A1:2016 EN 61000-3-2:2014 EN 61000-3-3:2013
Immunity Standard	**Test Method**
EN 60601-1-2:2015 IEC 60601-1-2:2014	IEC 61000-4-2:2008 IEC 61000-4-3:2010 IEC 61000-4-4:2012 IEC 61000-4-5:2014 IEC 61000-4-6:2013 IEC 61000-4-8:2009 IEC 61000-4-11:2004 ISO 7637-2

24. WARNING Portable RF communications equipment should be used no closer than 15 cm/6 in to any part of the HydraFacial System, including cables specified by HydraFacial LLC. Otherwise, degradation of the performance of this equipment could result.

25. CAUTION To prevent electric shock, do not remove the instrument cover. There are no user serviceable parts inside. Routine maintenance or cleaning of internal parts is not necessary. Avoid the use of cleaning agents or chemicals on the instrument. Some chemicals may damage plastic parts or lettering. Any external cleaning should be done with a clean, dry or slightly damp cloth.

Unpacking

Inspect the Shipping Carton

Your System was shipped in a custom foam insulated box that has been tested to UPS standards. If the shipping carton is damaged, inspect the contents for visible damage such as dents, scratches or any other obvious signs of damage. If the System is damaged, notify HydraFacial LLC or your local distributor and they will assist you in the repair or replacement of your System.

Do not return your unit without first contacting your distributor and receiving an RMA (Return Material Authorization) number.

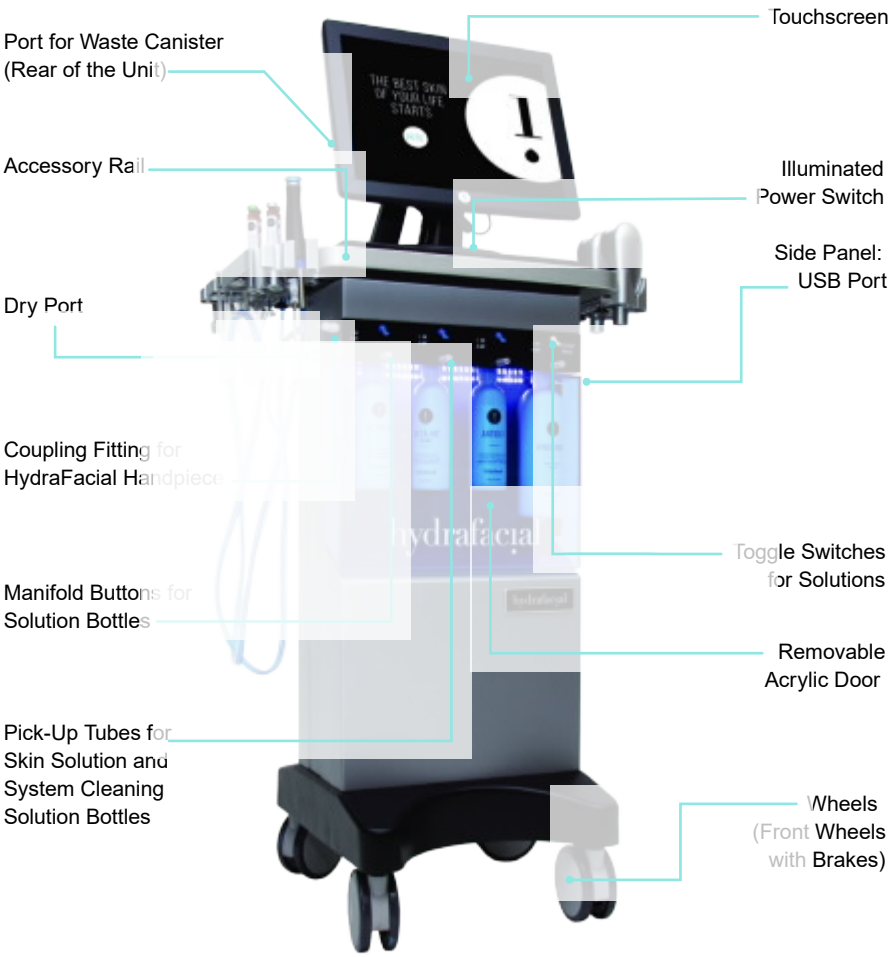
Unpack the unit, accessories and all documents. Retain the original packaging in case you need to ship the System for any reason. Verify that all appropriate items have been received.

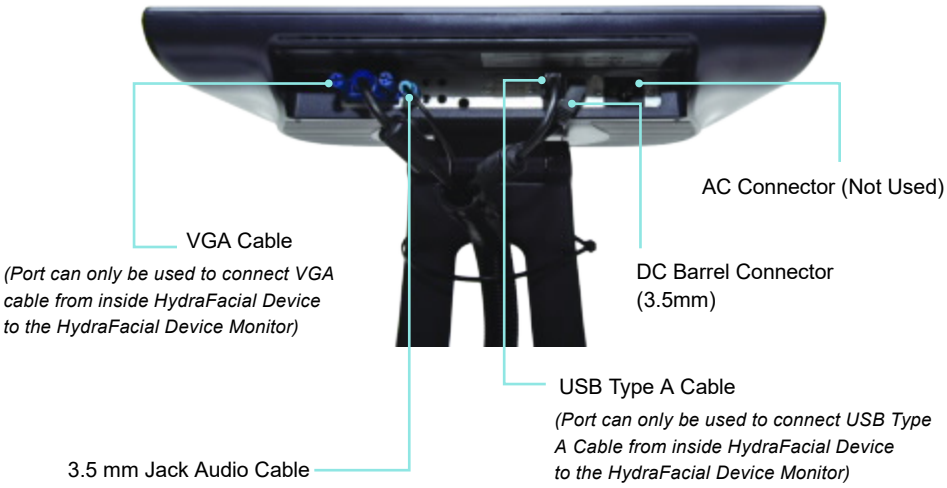
WARNING The unit is large and heavy and should not be lifted alone.

Package Contents

- Console Unit
- Plastic Cartridge Handpiece Assembly
- Tool Holder
- Puncture Tool
- Waste Canister Assembly
- Cleaning Caps, 5-Pack
- HydraFacial Power Cord (Region Specific)

System Components





Note: The ports and cables can only be used for connections as specified and cannot be used for other types of connection.

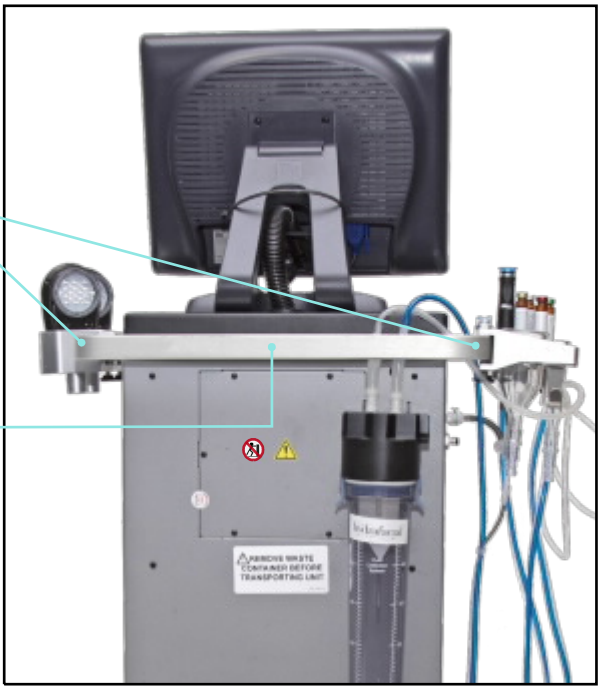
USB 5V 1A
(Power only, no data)

Skin Imaging Camera Connector
(Not available in all countries)

USB with data (5V 500 mA)
For Backing up Skin Imagin Data
and/or Restoring Data.

Only install accessories
on two sides of handrail

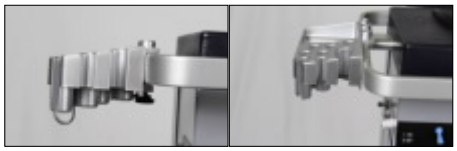
Only use the back
of handrail to move
the device



Set-Up

Tool Holder

1. Loosen thumbscrews first.
2. Attach the tool holder, top first onto the accessory rail.
3. Tighten the thumbscrews to lock the handpiece holder in place.



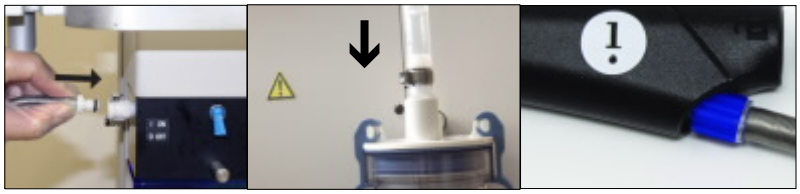
Waste Canister

1. Secure waste canister shelf to the back of the System.
2. Attach the waste canister lid and secure the clamps.
3. Insert the tube on the lid into the waste canister port on the back of the unit.
4. Make sure the waste canister sits securely on the ledge. Use a Phillips screwdriver to install the ledge.

   Note: Always remove the waste canister before transporting the unit.

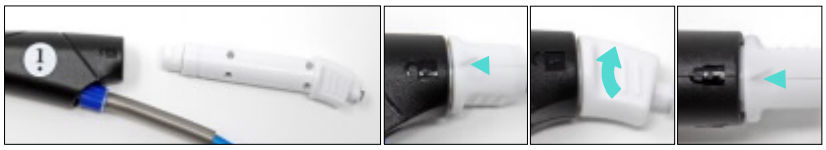
HydraFacial Handpiece

1. Connect the blue twist lock (Return Line) to the blue connector on the bottom of the handpiece and secure by twisting thumb tight. Do not overtighten.
2. Connect the clear twist lock (Supply Line) to the cartridge and secure it by twisting the lock only thumb tight. To prevent the lock from breaking, do not overtighten the twist lock.
3. Plug the small tube attached to the handpiece into coupling fitting in the System.
4. Connect the large tube attached to the handpiece into the waste canister.



5. Insert the cartridge into the handpiece. Align the arrow on the cartridge with the unlock symbol on the handpiece. Push firmly until it snaps into place, then twist the cartridge up until the arrow aligns with the lock symbol.

   Note: If the cartridge is difficult to insert, drizzle a small amount of water into the cartridge to lubricate it, and try again.



6. To remove the cartridge and insert skin solution vials (sold separately), twist the cartridge until the arrow aligns with the unlock symbol, then pull the cartridge straight out. Then insert the vial into the handpiece. Push firmly until it snaps into place.

   Note: Keep all the toggle switches off while using vials.

7. Turn the flow control valve toward the “+” sign to increase the serum flow or towards the “–” sign to decrease the flow.

HydroPeel Tip

1. Align the HydroPeel tip and attach it to the handpiece.

Caution: Avoid dropping or damaging the disposable tip prior to treatment. Disposable tips suspected of being damaged should be discarded and replaced. Damaged tips may cause scratches or discomfort to the client.

Single use only.

Skin Solution Bottles (Sold separately)

1. Open the front door. Remove the cap of the skin solution bottle and use the puncture tool to pierce the seal inside the bottle.

2. Press and hold each manifold button as you insert each bottle into the manifold, and then release the button.

   Note: The Device Rinse™ System Cleaning Solution should be installed in the manifold with the gray toggle switch labeled “SYSTEM RINSE”.

3. The toggle switches control which skin solution bottle is being used. When a switch is in the ON position, fluid will be drawn from that bottle. When switched to the OFF position, no fluid will be drawn from the corresponding bottle.

   Note: Always keep the “SYSTEM RINSE” toggle switch (gray) off while performing procedures.

Skin Imaging Camera (Not available in all countries)

1. Attach the tool holder, top first, onto the accessory rail. Tighten the thumbscrews to lock the tool holder in place.
2. Insert the cable end connector from the camera into the port located on the right side of the unit. Push in and twist until it is completely locked.
3. Place the camera on the tool holder when not in use.

On, Off, and Standby/Sleep Modes

Turn ON the System

1. Verify the switch on the power entry module located on the back of the unit is in the OFF (O) position. Connect the power cord to the power entry module and connect the plug into a grounded wall outlet.
2. Switch the power entry module switch to the ON (I) position.
3. The Illuminated Power Switch will light up blue.
4. Press the blue Illuminated Power Switch. The System should begin its boot up cycle at this point.

Standby/Sleep Mode

1. Press the Illuminated Power Switch and a “System Cleaning Reminder” will appear on the screen.
2. If you have not cleaned the skin solution stations, press NO and the System Cleaning Protocol Page will appear.

   Note: You must clean the skin solution stations before you can turn the System off or switch to the standby mode. Always turn to the Standby/Sleep mode at the end of each day.

3. If you have cleaned the skin solution stations, press YES and the System will go into standby mode.

Turn OFF the System

1. Follow the above steps to switch the System into Standby/Sleep Mode. Then switch the power entry module switch on the back of the unit to the OFF position, and the System is completely shut off.

Touchscreen

This section shows how to operate the touchscreen and navigate the pages. The user interface is designed to be intuitve and consistent on each page, therefore, only some pages will be shown below as an example. The touchscreen has been preset for optimal performance with the HydraFacial program. Thus, you cannot and will not need to adjust the monitor.

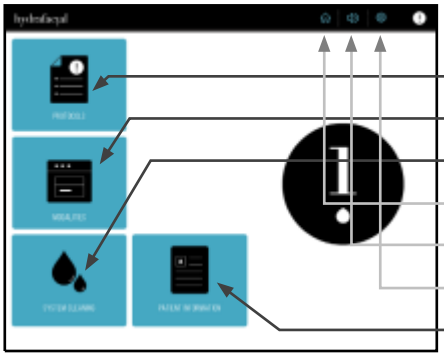
1. Access each page by lightly tapping the buttons displayed with your fingertip, not fingernail. If the touchscreen does not respond, verify that you have actually pressed on the button and did not miss it.

   Note: There may be a slight delay when you press the touchscreen; do not press repeatedly if it does not respond immediately.

Navigating the System

Start-Up Page

Touch the button to goto the Home Page.

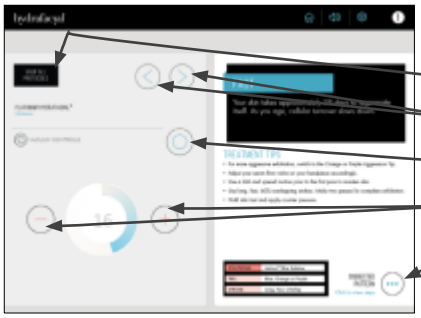


Home Page

- Access Protocols
- Access Optional Modalites
- Access System Cleaning instructions
- Return to Home Page
- Adjust Volume
- Access System Settings
- Access Patient Information

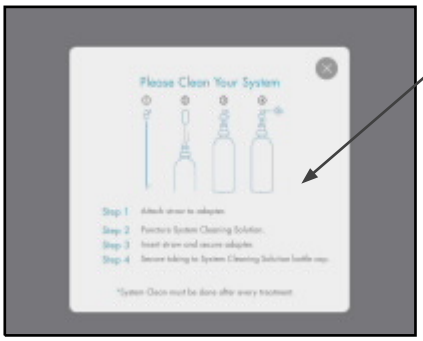
HydraFacial Protocol Menu

Select desired Protocol.



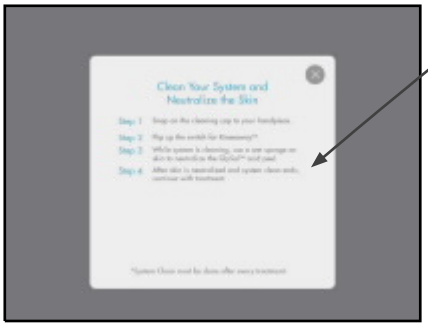
Protocol Page

- Protocol Menu
- Next/Previous Step
- Turn On/Off Vacuum
- Adjust Vacuum
- Suggested Patterns



Pop-Up Windows

If you see a pop-up window, follow the on-screen instruction and press the appropriate button.



Cleaning Your System

In-procedure cleaning: A pop-up window will prompt you to run a quick system-cleaning. Press the "START" button to begin cleaning.

System Cleaning

Access the System Cleaning page from the Home Page and follow the steps indicated on the screen. Use the Vacuum Control button to start the cleaning process.

Perform Treatment

Wearing gloves is recommended when performing all treatments.

1. Cleanse customer's face.
2. Place a tip on handpiece.
3. Turn on the skin solution.
4. Place tip against skin to occlude and dab skin solution on face.
   To exfoliate, do overlapping strokes from the center of face outwards.
   Make two passes.

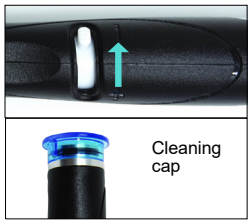
Manifold and Tubing

Wearing gloves is recommended when performing all cleaning and maintenance activities.

After Each Service

1. After each procedure, run the "System cleaning process". Start by switching all the blue toggle switches down to the OFF position, and switch only the gray toggle switch "SYSTEM RINSE" up to the ON position.

2. Make sure that the Rinseaway™ System Cleaning Solution is properly installed.
3. Turn the flow control valve all the way over to the "+" sign and attach the cleaning cap to the handpiece.



4. Make sure that the Rinseaway System Cleaning Solution is properly installed. Switch the toggle switch to "ON".

   Note: Only use HydraFacial Rinseaway System Cleaning Solution to properly clean the handpiece.
5. Turn the vacuum on and set to 26. Let the cleaning process run for 20–30 seconds.
6. When completed, be sure to switch the toggle switch to "OFF" and return the flow control to the recommended setting.

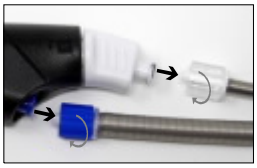
Weekly Cleaning

1. Use the Rinseaway solution on each individual skin solution station to prevent/remove any clogging. Follow the above instructions to clean/flush your System.

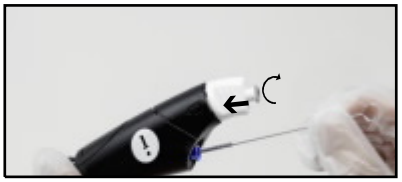
HydraFacial Handpiece

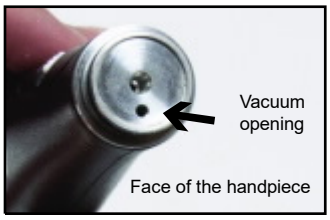
The HydraFacial™ handpiece tubing chambers must be cleaned and disinfected using the cleaning brush.

1. Make sure flow control is fully open. Detach the handpiece from all tubing. Gently twist the knobs counter-clockwise to detach each tube from the handpiece.



2. Insert the cleaning brush into the vacuum (smaller opening) on the face of the handpiece Push it in gently all the way, while rotating in either direction. Repeat with the opening on the back with the blue twist lock connector.





Note: Barbicide is a recommended disinfectant (follow Barbicide's iInstructions for use). Isopropyl alcoholis not suitable as a disinfectant.

3. Wash the brush bristles in soapy water between each handpiece opening inser tion to clean off debris.

4. When the brush cleaning is completed, make sure all the blue toggle switches are in the 'OFF' position. Turn the grey 'SYSTEM RINSE' toggle switch up to the 'ON' position and set the vacuum setting to 26. Press on the cleaning cap and flush through the handpiece and tubing for 1 minute.

5. Use one Barbicide wipe to clean the entire outer surface of the Handpiece, removing all visible soil. Use a second Barbicide wipe to thoroughly wet the surface of the Handpiece and ensure the Handpiece remains visibly wet for 2 minutes.

Waste Canister

After Each Service

1. Empty waste on the back of the unit. DO NOT let the waste canister fill above 450 mL.

Daily

1. Wash and wipe/spray germacide over waste canister and lid.

   Note: Always remove the waste canister before transporting the unit.

Touchscreen

As Needed

WARNING The surface of touchscreen may be cleaned as needed to remove any residue or dust.

1. Apply window or glass cleaner on a non-scratching microfiber cloth and wipe the touchscreen. Do not apply the cleaner directly on the touchscreen. Avoid getting liquids inside the touchscreen.

   Note: Do not use any type of alcohol or strong solvent, as well as thinner, benzene, abrasive cleaners, or compressed air, as it may damage the touchscreen surface.

Removable Front Door

As Needed

The surface of removable front door may be cleaned as needed.

1. Apply any plastic cleaner (available at your nearest hardware store, i.e., Novus Plastic Clean & Shine) and use a non-scratching cloth or paper towel to wipe it clean. Do not use any type of alcohol or any strong solvent.

Troubleshooting

Problem	Possible Cause	Solution
No Power	Power cord	Make sure power cord is properly connected to back of the unit and to a working wall outlet.
	Fuses	Unplug unit from main wall outlet. Use a small flat head screwdriver to remove the fuse holder box located in between the ON/OFF switch and power cord, and check that fuses are in good working conditions (not blown).
Touchscreen	Blank screen/No video signal	If the main power is ON and the touchscreen is blank, press the power button located on the right hand side of touchscreen. Check video cable connection in the rear.
	No image, or inverted image on the screen	Call your local distributor for assistance.
	Screen does not respond to touch	
Low or No Fluid Flow	Toggle switch	Make sure the switch is on.
	Empty bottle	Make sure your skin solution bottle is not empty.
	Improper connection	Make sure that your HydraFacial handpiece is properly connected to the side of the skin solution station block, and to the waste canister. Also, make sure that the lid is firmly attached to the waste canister.
	Tip is improperly installed	Make sure the tip is firmly installed onto the handpiece. Angled tips should face downwards in order to facilitate flow.
	Flow control valve is closed	Make sure the flow control valve on the handpiece is open. To increase fluid flow, turn the flow control valve towards the + sign.
Low or No Fluid Flow	Leak in the line	Check lines for any kinks or leaks.
	Too many solution stations are on	Make sure you only have a maximum of two skin solution stations on the ON position.
	Faulty station	If using only one station at a time, turn current station off and try another station. If this corrects the problem please check on the previous station that internal bottle seal is completely broken and pick up assembly (metal portion) is fully submerged. Repuncture bottle if needed.
	Operator technique	Make sure that you are holding the handpiece correctly and not working against gravity or blocking the tubing.
	Waste canister is full	Do not let the waste canister fill above 450 mL. If the canister becomes overfull, a built-in float will occlude the vacuum opening and skin solution flow through the handpiece will cease. Empty the waste canister after each service.
	Clogging	Flush all stations thoroughly. Make sure the System is cleaned after each service.
	Cartridge is loose	Make sure that the gray cartridge is properly inserted into the handpiece. The arrow on the cartridge should line up with the lock symbol.
Too Much Fluid Flow	Flow control valve is opened too far	Make sure the flow control valve on the handpiece is not opened too far. The default setting for the flow control valve is 50% open. To decrease fluid flow, turn the flow control valve towards the – sign.

Limited Warranty

Form of Product Warranty
LIMITED WARRANTY (HydraFacial™ System)

What Is Covered:

The warranty for the HydraFacial™ System (the “System”) covers defects in material or workmanship in the System.

Who Is Covered:

This limited warranty applies and extends only to the original Customer purchasing the System from HydraFacial LLC in the country where the sale occurred. This limited warranty is non-transferable and non-assignable by the original Customer. HydraFacial LLC shall have no obligations under this limited warranty in the event that an original Customer attempts an unpermitted assignment of the original Customer’s rights under this limited warranty. Notwithstanding the foregoing, HydraFacial LLC agrees to extend the benefits of this limited warranty to a leasing company providing financing to the original Customer for the System, provided that the System is leased back to and operated by the original Customer and any such leasing company has no greater rights than the original Customer.

How Long:

The System warranty runs for a period of one (1) year from the date of installation of the System to the original Customer.
We will provide any replacement part for the balance of the original warranty period.

What HydraFacial LLC Will Do:

For the System, HydraFacial LLC will, within the applicable warranty period, at HydraFacial LLC's sole discretion, repair or replace any defects in the System without any costs to the Customer for parts or labor (except as specifically stated).

What Is Not Covered:

This warranty does not cover any equipment which has been damaged by accident, misuse, abuse, or modification, or which has been used in violation of the System instructions or for any purpose other than one for which it was manufactured, or caused by unauthorized repair or use of unauthorized parts, including, without limitation, damage to the System arising from use of skin solutions or tips purchased or otherwise obtained from a non HydraFacial LLC approved supplier. This warranty does not cover freight damage; or any damage caused by acts of god or third parties not within the control of HydraFacial LLC, such as damage caused by power surges or lightning. This warranty does not cover the costs of installation, adjustment of user controls, initial technical adjustment (set-up) and routine user required maintenance. This warranty does not extend to any System machinery, appliances or property of the customer used in conjunction with or connected to the System. This warranty is the exclusive remedy against HydraFacial LLC and no other remedy (including but not limited to incidental or consequential damages for injury to person or property, lost profits, lost sales or any other incidental or consequential loss) shall be available. This warranty is in lieu of any other warranty, express or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose.
Any representations or promises inconsistent with or in addition to this limited warranty are unauthorized and shall not be binding upon HydraFacial LLC. Please note that some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

How To Obtain Service:

To obtain Service under this warranty, the Customer must contact HydraFacial LLC Technical Support team within the warranty period. HydraFacial LLC can be reached by telephone (toll free) at (800) 603-4996 or (562) 597-0102. While under warranty, HydraFacial LLC will arrange for shipping and cover shipping charges should the System need repair.

HydraFacial LLC
3600 E. Burnett St.
Long Beach, CA 90815 USA
(800) 603-4996 * (562) 597-0102
hydrafacial.com

Designed in California, USA